

Study Area Code	105111
Study Area Name	Northern New England Telephone Operating Co.-Maine
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

Exchange

Request Date

Business/ Consumer

Reason Request Unfulfilled



REDACTED FOR PUBLIC INSPECTION

Study Area Code	105111
Study Area Name	Northern New England Telephone Operating Co.-Maine
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	105111
Study Area Name	Northern New England Telephone Operating Co.-Maine
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@falroot.com

Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	105111
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Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	105111
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Contact Name	Barbara Galardo
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Exchange	Request Date	Business/Consumer	Reason Request Unfulfilled
[REDACTED]			

REDACTED FOR PUBLIC INSPECTION

Study Area Code	105111
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Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	105111
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[REDACTED]			

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Contact Name	Barbara Galardo
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Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	105111
Study Area Name	Northern New England Telephone Operating Co.-Maine
Program Year	2013
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Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

<u>Exchange</u>	<u>Request Date</u>	<u>Business/ Consumer</u>	<u>Reason Request Unfulfilled</u>

Northern New England Telephone Operations LLC

Maine

105111

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Northern New England Telephone Operations LLC, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Northern New England Telephone Operations LLC, The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). NNE Maine reports monthly on 7 metrics: The seven metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, average delay days for missed appointments, and outages, business and repair office answer time, and complaints. An annual summary is filed for penalty calculations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality In Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP.
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

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Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



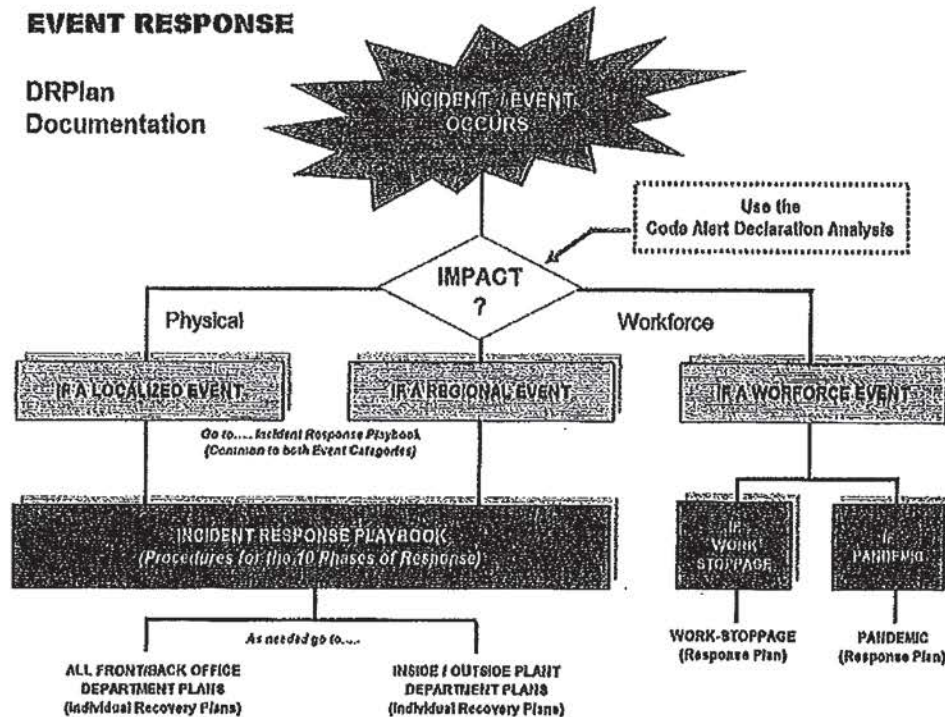
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments -- to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<703>	Residential Local Service Charge Effective Date	1/1/2026
<702>	Single State-Wide Residential Local Service Charge	

<703>

[illegible]

(710) Broadband Price Comparison Data Collection Form		(710) Form 481 OMB Control No. 3045-0046/0118 Control No. 1050-0019 July 2011																			
<010>	Study Area Code	305111																			
<015>	Study Area Name	NORTHWEST NEW ENGLAND TELEPHONE OPERATIONS LLC																			
<020>	Program Year	2015																			
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galsard																			
<035>	Contact Telephone Number - Number of person identified in data line <030>	2026311126 ext.																			
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalsard@falepoint.com																			
<051>	<table border="1"> <thead> <tr> <th>State</th> <th>Exchange (NEX)</th> <th>Residential Rate</th> <th>State Regulated Fees</th> <th>Total Rates and Fees</th> <th>Broadband Service Download Speed (Mbps)</th> <th>Broadband Service Upload Speed (Mbps)</th> <th>Usage Allowance (GB)</th> <th>Usage Allowance Action Taken When Limit Reached (select)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			State	Exchange (NEX)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service Download Speed (Mbps)	Broadband Service Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)									
State	Exchange (NEX)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service Download Speed (Mbps)	Broadband Service Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)													

<010>	Study Area Code	102111
<015>	Study Area Name	NOBTHMAN NEW ENGLAND TELEPHONE OPERATIONS INC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Wesburn Wilardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2033264126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	hwilardo@fairpoint.net

State	Exchange (LEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

(710) Broadband Service Offerings Data Collection Form		Form 411 Data Collection Form 411-100-0119 (7/2013)
--	--	---

<010> Study Area Code	205131
<015> Study Area Name	POSTOFFICE BOX 205131 MOBILE ALABAMA 36681-0131
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	carlton dallas
<035> Contact Telephone Number - Number of person identified in data line <030>	205594114 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	carlton@statpoint.com

State	Exchange (NPA)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

(800) Operating Company Data Collection Form		ICC Form 48 DNR Control No. 1000-0432/OMB Control No. 1000-0519-15 Rev 2013
--	--	---

<010> Study Area Code	101111
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATING CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Bertha Galarza
<035> Contact Telephone Number - Number of person identified in data line <030>	253334124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarza@fairpoint.com
<810> Reporting Carrier	FairPoint Communications Inc
<811> Holding Company	Northern New England Telephone Operating Co. of Maine
<812> Operating Company	Northern New England Telephone Operating Co. of Maine

<813> Affiliates	SAC	Doing Business As Company or Brand Designation
BH Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170146	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150077	dba FairPoint Communications
Big Sandy Telecom, Inc.	162192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411635	dba FairPoint Communications
C & B Communications, Ltd.		
Chautauque & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauque and Erie Telephone Corporation	250078	dba FairPoint Communications
China Telephone Company	201008	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431818	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	162364	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	309064	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	160015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	211041	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	322412	dba FairPoint Communications

(800) Operating Company Data Collection Form		FCB Form 1481 OMB Control No. 1625-0046 / OMB Control No. 1625-0019 July 2015
---	--	---

<010> Study Area Code	105111
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galsedo
<035> Contact Telephone Number - Number of person identified in data line <030>	207531126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalsedo@fairpoint.com
<040> Reporting Order	FairPoint Communications Inc
<041> Holding Company	Northern New England Telephone Operating Co. of Maine
<042> Operating Company	Northern New England Telephone Operating Co. of Maine

<043> Affiliates		SAC	Doing Business As Company or Brand Designation
Elitel Long Distance Corp.			dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.			
ExOp of Missouri, Inc.			dba FairPoint Communications
FairPoint Broadband, Inc.			dba FairPoint Communications
FairPoint Business Services LLC			
FairPoint Carrier Services, Inc.			
FairPoint Communications Missouri, Inc.	171432		dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)			
FairPoint Vermont, Inc.			dba FairPoint Communications
Germantown Independent Telephone Company	140511		dba FairPoint Communications
Germantown Long Distance Company			dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TEG Communications, Inc.)			
GTC, Inc.	210294		(Florida) dba FairPoint Communications
GTC, Inc.	210299		(Perry) dba FairPoint Communications
Maine Telephone Company	101021		dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	170111		dba FairPoint Communications
Marianna Tel, Inc.			dba FairPoint Long Distance
MJD Services Corp.			
MJD Ventures, Inc.			
Northern New England Telephone Operations LLC - Maine	105111		dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	125111		dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	101111		dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.	141045		dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Company Data Collection Form		Form 401 OMB Control No. 3000-0007-0100 COMM-1000-0019 July 2013
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<010> Study Area Code	105111
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Gildardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073344326 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgildardo@fairpoint.com
<810> Reporting Carrier	FairPoint Communications Inc
<811> Holding Company	Northern New England Telephone Operating Co. of Maine
<812> Operating Company	Northern New England Telephone Operating Co. of Maine

<813> Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	100049	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	112044	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103353	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	110339	dba FairPoint Communications
Standish Telephone Company	100035	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.	461855	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	110081	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	149115	dba FairPoint Communications
The El Paso Telephone Company	111051	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

<010>	Study Area Code	168111
<015>	Study Area Name	Northern New England Telephone Operations, Inc.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Raylene Salasdo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075515126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Raylene@natepoint.com
<810>	Reporting Carrier	FairPoint Communications Inc
<811>	Holding Company	Northern New England Telephone Operating Co. of Maine
<812>	Operating Company	Northern New England Telephone Operating Co. of Maine

[illegible]

**Northern New England Telephone Operating Company-Maine
Line 920: Tribal Government Engagement Obligation**

Topic: Summarization of Meetings Held with Maine Tribes
Submitted by: Audrey Prior, VP Government Relations – Maine
FairPoint Communications, Inc.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

REDACTED FOR PUBLIC INSPECTION

MAINE TRIBES - NORTHERN NEW ENGLAND TELEPHONE (ME) ONLY

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Northern New England Telephone Company Operations LLC, provides a Lifeline Program discount in Maine for residence service for eligible low income customers and for eligible customers who are residents of Tribal lands. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in Northern New England Telephone Company Operations LLC, are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?old=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

ME Catalog

Exchange and Network Services

Part A Section 1

Page 16

Northern New England Telephone Operations LLO
d/b/a FairPoint Communications - NNE

First Revision
Cancelling Original

1. Schedule Information and General Regulations

1.6 Customer Assistance Programs

1.6.1	Lifeline and Native American Lifeline	(N)
A.	The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.	(N)

Effective: August 30, 2012

Michael T. Skirvan
Michael T. Skirvan
Vice President - Regulatory

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

ME Catalog

Rates and Charges

Part M Section 1

Page 1

Northern New England Telephone Operations LLC

d/b/a FairPoint Communications - NNE

Fifth Revision

Cancelling Third Revision

1. Exchange and Network Services

1.1 Schedule Information and General Regulations

1.1.1 Monthly SGL Refund - 2012/2013 SGL Year (T)				
ID	Service Category	Rate Element	Rate	USOC
	Monthly Credit	Per Maine Telephone Exchange Line, trunk Line, Public Telephone Service Line, Announcement Line, Foreign Exchange Line and Centrex Main Station Line	0.26	(R)

1.1.2 Reserved for Future Use				
ID	Service Category	Rate Element	Rate	USOC

1.1.3 Payment of Bills				
ID	Service Category	Rate Element	Rate	USOC
	Returned Check or Draft	Per Check or Draft	6.00	
	Interexchange Carrier Charge	Per Customer Toll Statement Processed	.33	

1.1.4 Customer Assistance Programs				
ID	Service Category	Rate Element	Rate	USOC
	Lifeline	Recurring Reduction - Applied to basic exchange monthly rate as well as to packages that include basic exchange service	8.87	
	Native American Lifeline	Recurring Reduction -- Applied to monthly rate for basic exchange service including packages with basic exchange service	*See note Part A, Sec 1.6.2.B	
	Native American Lifeline	Additional Reduction Applied to the Basic Monthly Service Rate - Per month, per primary residential connection - Note: The Native American lifeline reduction is that amount combined with the lifeline reduction so as to arrive at a basic monthly service rate of \$1.00.	See Note	

Effective: December 1, 2013

Michael C. Reed
State President - ME



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Northern New England Telephone Operations [New Hampshire]

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	125113	
<015>	Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC	
<020>	Program Year	2015	
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com	

ANNUAL REPORTING FOR ALL CARRIERS		54,313 Completion Required	54,422 Completion Required
<i>(check box when complete)</i>			
<100>	Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<210>	[REDACTED] -- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<i>(attach descriptive document)</i>			
<320>	Unfulfilled Service Requests (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<i>(attach descriptive document)</i>			
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		
<440>	Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<510>	125113nh510.pdf	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<610>	125113nh610.pdf	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<1010>	1010 Voice Service Rate Comparability.pdf	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	<i>(if not, check to indicate certification)</i>	<input checked="" type="checkbox"/>
<1110>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>			
<2000>		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<2005>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<3005>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	335113
<015> Study Area Name	SOUTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075554324 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@talkpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes/no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes/no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(200) Service Outage Reporting (Voice) FCC Form 481
 Data Collection Form OMB Control No. 3060-0936/OMB Control No. 3060-0939
July 2013

<010>	Study Area Code	125112
<015>	Study Area Name	BONNEVILLE NEW ENGLAND TELEPHONE OPERATIONS SAC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galsordo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075954104 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalsordo@airpoint.com

[illegible]

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

<010>	Study Area Code	125113
<015>	Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Gylard
<035>	Contact Telephone Number - Number of person identified in data line <030>	2079354176 ext.
<039>	Contact Email Address - EmailAddress of person identified in data line <030>	bgylard@fairpoint.com
<810>	Reporting Carrier	Northern New England Telephone Operating Co.
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Northern New England Telephone Operating Co.

Page 6

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	125111
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Belardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075214124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bbelardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes/No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes/No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	129113
<015> Study Area Name	NORTHEAST NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Malardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2033551174 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bmaldard@fairpoint.com

Please check this box to confirm no terrestrial backhaul
options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers
broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010> Study Area Code	125413
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.cariffa.net/fairpoint/c14r.asp?cid=1488

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(1000) Price Cap Carrier Additional Documentation Data Collection Form Including Note of Return Carriers Affiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0946/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	125113
<015> Study Area Name	WORTHINGTON NEW HAMPSHIRE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Bachata, Daniel
<035> Contact Telephone Number - Number of person identified in data line <030>	2075114126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	baxdaniel@worthington.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b), (d), (e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Reaching Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	
<2021>	Interim Progress Community Anchor Institutions	<div style="border: 1px solid black; width: 200px; height: 40px; margin: 0 auto;"></div>

Name of Attached Document Using Required Information

(3000) Data Of Return Cont'd: Additional Documentation		FCC Form 441 OMB Control No. 3000-0008 Control No. 3000-0010 July 2013
Data Collection Form		
(4010) Study Area Code	123333	
(4015) Study Area Name	SOUTHERN RISK INSURANCE OPERATIONS LLC	
(4020) Program Year	2015	
(4030) Contact Name - Person LMAC should contact regarding this data	Bridgette Galarza	
(4035) Contact Telephone Number - Number of person identified in data line (4030)	2025254326 ext.	
(4040) Contact Email Address - Email Address of person identified in data line (4030)	baldard@fairpoint.com	
<small>CHECK the boxes below to indicate compliance on the five year service quality plan (pursuant to 47 CFR § 54.313(g)) and, for privately held entities, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(g)(2). Further certify that the information reported on this form and in the documents attached hereto is accurate.</small>		
(3010) Progress Report on 5 Year Plan Attachment Certification (47 CFR § 54.313(g)(1))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <small>Name of Attached Document Lacking Required Information</small>	
<small>Please check this box to confirm that the attached document(s), on the 2012 contains the required information pursuant to § 54.313(g)(1)(i), the carrier shall provide the number, name, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</small>		
(3012) Community Anchor Institutions (47 CFR § 54.313(g)(1)(i))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <small>Name of Attached Document Lacking Required Information</small>	
(3013) Is your company a Privately Held ADR Carrier (47 CFR § 54.313(g)(1))	<small>(Yes/No)</small> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(3014) If yes, does your company file the RUS annual report	<small>(Yes/No)</small> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<small>Please check these boxes to confirm that the attached document(s), on the 2012, contains the required information pursuant to § 54.313(g)(2) compliance requires:</small>		
(3015) Distribute copy of their annual RUS reports (Operating Reports for Telecommunications Services)	<input type="checkbox"/>	
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3017) If the response is yes on the 2014, attach your company's RUS annual report and all required documentation	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <small>Name of Attached Document Lacking Required Information</small>	
(3018) If the response is no on the 2014, is your company audited	<small>(Yes/No)</small> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<small>If the response is yes on the 2018, please check the boxes below to confirm your submission, on the 2018 pursuant to § 54.313(g)(2), contains:</small>		
(3019) Attach a copy of their audited financial statements, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<input type="checkbox"/>	
(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3021) Management letter issued by the independent certified public accountants that performed the company's financial audit	<input type="checkbox"/>	
<small>If a response is no on the 2018, please check the boxes below to confirm your submission, on the 2018 pursuant to § 54.313(g)(2), contains:</small>		
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountants or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Services	<input type="checkbox"/>	
(3023) Underlying information subjected to a review by an independent certified public accountants	<input type="checkbox"/>	
(3024) Underlying information subjected to an officer certification	<input type="checkbox"/>	
(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3026) Attach the worksheet listing required information	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <small>Name of Attached Document Lacking Required Information</small>	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	125113
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo2fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC	
Signature of Authorized Officer: CERTIFIED ONLINE	Date
Printed name of Authorized Officer: Michael Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354100 ext.	
Study Area Code of Reporting Carrier: 125113	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	125113
<015> Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo2fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Northern New England Telephone Operations LLC
New Hampshire
125113
Line 310

For the period January 1, 2013 through December 31, 2013, Northern New England Telephone
Operations, LLC (SAC #125113) had



Unfulfilled Requests Broadband
Pursuant to 47 C.F.R. 54.313 (a)(3)
Data Collection Form 481 Line 330

Study Area Code	125113
Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

City/Town	Request Date	Business/ Consumer	Reason Request Unfulfilled
[REDACTED]			

Study Area Code	125113
Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

<u>City/Town</u>	<u>Request Date</u>	<u>Business/ Consumer</u>	<u>Reason Request Unfulfilled</u>
[REDACTED]			

Study Area Code	125113
Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

<u>City/Town</u>	<u>Request Date</u>	<u>Business/ Consumer</u>	<u>Reason Request Unfulfilled</u>
[REDACTED]			

Study Area Code	125113
Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

<u>City/Town</u>	<u>Request Date</u>	<u>Business/ Consumer</u>	<u>Reason Request Unfulfilled</u>
[REDACTED]			